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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/823,678	03/31/2001	Wai H. Pak	M-11538 US	6116

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EXAMINER

BRUCKART, BENJAMIN R

ART UNIT	PAPER NUMBER
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2155

DATE MAILED: 08/02/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/823,678

Applicant(s)

PAK, WAI H.

Examiner

Benjamin R. Bruckart

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 31 May 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-96 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-96 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| Paper No(s)/Mail Date <u>20050613</u> . | 6) <input type="checkbox"/> Other: _____ |

Detailed Action

Status of Claims:

Claims 1-96 are pending in this Office Action.

Response to Arguments

Applicant's arguments filed on 5/31/05 with respect to claims 1-96 have been considered but are moot in view of the new ground(s) of rejection.

Applicant's invention as claimed:

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-5, 7, 12-16, 18, 23-25, 27-28, 30, 35-39, 41-42, 44-48, 50-51, 53-57, 59-60, 62-67, 69-70, 72-75, 77-78, 80-83, 85-86, 88-91, 93-94, 96 are rejected under 102(e) as being anticipated by U.S. Patent No. 6,393,475 by Leong et al.

Regarding claim 1, an inter-module communication (Leong: col. 5, lines 50-57) comprising: customer relations management system information (Leong: col. 6, lines 37-45); and a message (Leong: col. 5, lines 55-63), wherein

said message comprises said customer relations management system information (Leong: col. 6, lines 30-45), and

at least a portion of said message is encoded in a markup language (Leong: col. 5, lines 55-65).

Regarding claim 2, the inter-module communication of claim 1, wherein

said customer relations management system information comprises at least one of agent information and work item information (Leong: col. 6, lines 31-45; col. 5, lines 53-57).

Regarding claim 3, the inter-module communication of claim 2, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information (Leong: col. 6, lines 31-45).

Regarding claim 4, the inter-module communication of claim 1, wherein

said message comprises a command, said command configured to cause a module receiving said message to perform an operation (Leong: col. 8, lines 1-23; col. 9, lines 5-9).

Regarding claim 5, the inter-module communication of claim 1, wherein

said message comprises a request, said request configured to cause a module receiving said message to reply with other customer relations management system information (Leong: col. 8, lines 57-59; col. 6, lines 31-34).

Regarding claim 7, the inter-module communication of claim 1, wherein

said message is communicated in order to perform a function (Leong: col. 8, lines 1-23; col. 9, lines 5-9),
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function (Leong: col. 8, lines 1-23, lines 57-59; col. 9, lines 5-9).

Regarding claim 35, the method of claim 23, further comprising:

sending said message (Leong: col. 6, lines 31-33).

Regarding claim 36, the method of claim 35, further comprising:

receiving said message (Leong: col. 6, lines 31-45).

Claims "12-16, 18, 23-25, 27-28, 30, 37-39, 41-42, 44-48, 50-51, 53-57, 59-60, 62-67, 69-70, 72-75, 77-78, 80-83, 85-86, 88-91, 93-94, 96" do not teach or define any new limitations above claims "1-5, 7, 35 and 36" and therefore are rejected for similar reasons.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 6, 8-11, 26, 17, 19-22, 29, 31-34, 40, 43, 49, 52, 58, 61, 68, 71, 76, 79, 84, 87, 92, 95 are rejected under 103(a) as being unpatentable by U.S. Patent No. 6,393,475 by Leong et al in view of U.S. Patent No. 5,309,563 by Farrand et al.

Regarding claim 6

The Leong reference teaches the inter-module communication of claim 1.
The Leong reference does not explicitly state a notification.

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The Farrand reference teaches a message comprises a notification, said notification comprising other customer relations management system information, said other customer relations management system information being generated by a module generating said message (Farrand: col. 26, lines 4-00; updates attributes and send to host).

The Farrand reference further teaches the invention sends and receives commands and alerts when an error code is returned or the data is being sent to fast to improve the capability of the system manager to readily exchange information (Farrand: col 26, lines 26-30; col. 2, lines 42-52).

Therefore it would have been obvious at the time of the invention to one of ordinary skill in the art to create inter-module communication as taught by Leong while employing alerts and notifications as taught by Farrand in order to improve the capability of the system manager to readily exchange information (Farrand: col 26, lines 26-30; col. 2, lines 42-52).

Claims 8-11, 26 are rejected under the same rationale given above. In the rejections set fourth, the examiner will address the additional limitations and point to the relevant teachings of Farrand et al and Leong et al.

Regarding claim 8, the inter-module communication of claim 7, wherein

said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediaState request (Farrand: col. 4, lines 3-12).

Regarding claim 9, the inter-module communication of claim 7, wherein

said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnholdWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-Route command (Farrand: col. 12, lines 62- col. 13, line 2; completed).

Regarding claim 10, the inter-module communication of claim 7, wherein

said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request (Farrand: col. 7, lines 57- col. 8, line 5).

Regarding claim 11, the inter-module communication of claim 7, wherein

said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command (Farrand: col. 23, lines 30-47; init).

Regarding claim 26, the method of claim 23, further comprising:

communicating said message from a commerce server to a universal queuing system (Farrand: col. 3, lines 32-64; col. 25, lines 20-41; Leong: col. 8, line 46).

Claims "17, 19-22, 29, 31-34, 40, 43, 49, 52, 58, 61, 68, 71, 76, 79, 84, 87, 92, 95" do not teach or define any new limitations above claims "6, 8-11, 26" and therefore are rejected for similar reasons.

REMARKS

Applicant has amended all the independent claims in parallel with the listed amendment.

The claims are very broad.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a).

Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 8:00-5:30PM with every other Friday off.

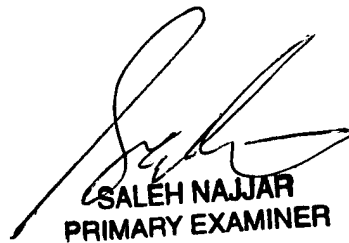
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Saleh Najjar can be reached on (571) 272-4006.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Benjamin R Bruckart
Examiner
Art Unit 2155
brb

BeB


SALEH NAJJAR
PRIMARY EXAMINER